iPassConnect 3.0 for Mac OS X

User's Guide

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Getting Started

Welcome to **iPassConnect 3.0 for Mac OS X**!

This guide will serve as an introduction to the use of iPassConnect, providing you with information on installation, configuration, basic and advanced usage.

What is iPassConnect?

iPassConnect enables you to use your iPass account to login to Wi-Fi networks around the world. The iPassConnect software will bypass the normal authentication required at many of the world's public networks and will instead allow you to use your individual or corporate iPass account.

iPass is a virtual network operator that has agreements with most of the major network providers around the globe. These agreements allow iPass to offer access to these networks to their customers. Instead of signing up for service with many individual providers, the iPass service lets you subscribe to a single iPass account that gets you access to these hotspot locations in places like Airports, Hotels, and coffee shops.

iPassConnect extends the native AirPort functionality available on the Mac platform to make this process simple. When you make a normal AirPort connection to a Wi-Fi network that is part of the iPass family of networks, you are not only connected to that network, but you are also "logged-in" to that network for full Internet access. Without iPassConnect and an iPass account you would have needed to launch a browser and sign-up for an account or purchase a day pass from that individual provider.

iPassConnect offers Wi-Fi connectivity to open 802.11 a/b/g/n networks requiring PSK data encryption (WEP, WPA, WPAs, TKIP or AES).

The application does not display a separate window or GUI, but presents an AirPort-like user-friendly menu to the Mac user. iPassConnect menu displays a list of networks (SSID) in sorted order, with an iPass logo to identify iPass-enabled networks, signal strength, connection status and a lock indicator to identify networks that require a security key.

System Requirements

Hardware Requirements

iPass recommends the following hardware specifications:

- Wi-Fi enabled Mac system
- 5 MB free disk space

Supported Platforms

iPassConnect 3.0 is supported on the following platform:

- OS X 10.5 (Leopard)

The application has been tested on the following models:

- MacBook

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- MacBook Pro
- MacBook Air
- Mac mini
- iMac

Installing iPassConnect

Your system must meet system requirements for a successful installation. Please note that you need a username and password with administrator rights in order to perform the installation.

To install iPassConnect:

1. Download the software installation package from your company intranet or service provider web site.
2. Double-click the downloaded installer file.
3. The installation wizard is launched. Follow the prompts for installation.
   - Please read and accept the **Software License Agreement** for the installer to continue.
   - iPass recommends that you install the application in the default location.
4. There will be a brief series of processing steps. Allow the processing to complete, and then iPassConnect will be ready for use.

Uninstalling iPassConnect

You need a username and password with administrator rights in order to uninstall iPassConnect.

To uninstall iPassConnect:

1. Right-click or ctrl-click iPassConnect in the Applications list and choose **Show Package Contents** to view its contents.
2. Click **Uninstall** and follow instructions to remove iPassConnect.

Getting Help

To get help in iPassConnect:

1. Click **iPassConnect Help** in the iPassConnect menu.
2. Alternately, click the '**?**' button on the **iPassConnect Preferences** dialog box.

The help file explains basic iPassConnect settings, procedures and other features. It also contains a troubleshooting section with a basic discussion of the most common issues that could arise when using iPassConnect.

For more information, see ***Support***.

Setting Up iPassConnect

Before using iPassConnect, you should configure iPassConnect with your iPass account information and your basic preferences. This information can be set in the **iPassConnect Preferences**, which can be accessed either through **System Preferences** in the '**Other**' section, or if iPassConnect is enabled, under the iPassConnect AirPort icon in the menu bar.

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Launching iPassConnect

iPassConnect is automatically launched at boot time. It can also be launched manually as described below.

To launch iPassConnect:

1. Click the iPassConnect icon from the **Applications** list to launch it. iPassConnect displays the following message upon successful launch.

iPassConnect
iPassConnect is now enabled. To access, click on the iPassConnect Wireless icon in the menu bar. To configure iPassConnect, select the iPassConnect icon in the "Other" section of your System Preferences.
OK

2. Once launched, the iPassConnect icon ( ) is displayed on the menu bar. You can hide the iPassConnect icon and menu if you wish, though iPass does not recommend this.
3. If you attempt to launch iPassConnect when it is already enabled, then the following message is displayed.

iPassConnect
iPassConnect has already been enabled and can be accessed by clicking on the iPassConnect Wireless icon in the menu bar.
OK

4. Finally, this message is displayed if you attempt to launch iPassConnect after it has been disabled using the **AirPort only** option in the iPassConnect Preferences window.

iPassConnect
iPassConnect is currently disabled. Please select an option to enable iPassConnect Wireless icon in the menu bar.
iPassConnect Only
iPassConnect And AirPort

Select appropriate option to proceed further.

5. Click the iPassConnect icon to view the **iPassConnect menu** and available networks.

Available Networks

iPassConnect can automatically detect local Wi-Fi networks and display them in a list known as **Available Networks**, making it easy for you to connect to them. The Available Networks listing in your directory will display all accessible wireless networks.

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Select an available network and sign in with valid credentials to initiate a connection.

> *You can use your standard iPass credentials in case of iPass-enabled networks.*

Obtaining an iPass Account

iPass provides service to thousands of corporate customers around the world. Check with your company's IT department to see if you already have an account through your employer. If not, you can obtain an individual account by visiting http://www.ipassconnect.com.

Login Information

Before logging into a network, you must supply a username, password and domain name. If you are an individual subscriber, you should use the username and password assigned to you when you subscribed to the account. If you have a corporate account, the username, password, and domain should be obtained from your IT department.

In most cases, it is not necessary to configure a routing prefix. A small percentage of corporate customers utilize a routing prefix instead of a domain setting.

iPassConnect can store your login credentials, making it convenient for you to log in. You will need to enter this information only once, prior to using iPassConnect for the first time.

- A valid username, made up of 40 characters or less in length.
- A valid password, made up of 15 characters or less in length.
- A valid domain name, made up of 40 characters or less in length.

To set your iPass account information:

1. Click the **iPassConnect** icon in **System Preferences** to open **iPassConnect Preferences**. You can also access iPassConnect Preferences from iPassConnect menu.
2. Click the **Login** tab.
3. Under **Login Information**, type your **Username**, **Password** and **Domain** name.

   > *Note that some configurations may not have a Domain option in which case the domain name would be pre-set for them.*

4. If you want iPassConnect to store your password, select the **Save Password** check box.
5. Click **Apply** before closing the Preferences window.

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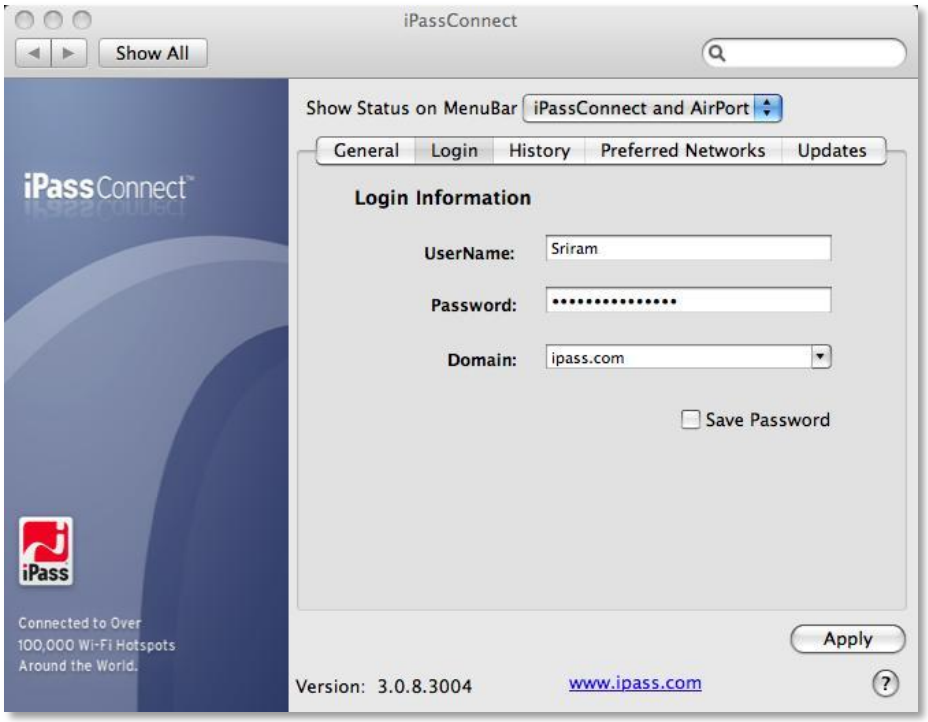

Connecting and Disconnecting

This section outlines connection procedures, including network auto-detection, connecting, and disconnecting.

Auto-Detection

iPassConnect will automatically detect and display all Wi-Fi networks within range, a process sometimes referred to as sniffing.

Auto-detected networks may require valid login credentials for access. If the network is iPass-enabled, then your iPass or your corporate account credentials will grant you access.

iPassConnect will display detected networks under Available Networks list. iPass enabled access points are distinguished by the icon.

You need to manually configure the WLAN settings only in case of non-iPass networks. See ***Preferred Networks*** for more information.

Network Information

The directory displays information about each auto-detected network.

Icon	Name	Description
	iPass enabled Network	This icon represents a iPass enabled network
	Signal Strength Meter	This icon indicates the strength of the wireless signal using blue colored arcs.
	Secure	A lock icon indicates that the network has been secured by a protocol such as WEP, and requires valid credentials in order to connect.

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Icon	Name	Description
	Auto-Connect	Indicates a network preferred for Auto-Connect. This icon is not displayed in the menu when Auto-Connect has been disabled.

Connecting to a Wi-Fi Network

iPassConnect supports Wi-Fi connectivity to 802.11 a/b/g/n networks. When the iPassConnect icon is clicked, it scans for all Wi-Fi networks within range and displays the list.

> *The iPassConnect menu displays **No Network Selected** when you are offline.*

To connect using iPassConnect:

1. Click the iPassConnect icon to view the **Available Networks** list. The list is refreshed upon clicking the icon.

   > *Wait for the scanning process to complete. Animated icon will be shown to indicate that scanning is in progress.*

2. Click the desired network from the list. If you click an iPass-enabled network, then you are logged in automatically, provided you had set your login credentials. If not, the **Login Information** window is displayed.
   i. Type your iPass account information - **Username**, **Password** and **Domain** name - in appropriate boxes.
   ii. Select the **Save Password** check box if you want iPassConnect to store your password.
   iii. Click **OK**.
3. If you clicked a non-iPass enabled network, you might be prompted for credentials and security key. Click **OK**.
4. Upon connection, iPassConnect displays the connection status window before closing it automatically after a few moments.

> *Once connected, a check mark (✓) is displayed against the network name to identify it. Moreover, the **Disconnect** option in the iPassConnect menu is enabled.*

Connecting to a Non-broadcast Network

Even though non-broadcast Wi-Fi networks are not displayed in the Available Networks list, you can still connect to these hidden networks provided you have the required information like the Network name and authentication data.

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To connect to a non-broadcast Wi-Fi network using iPassConnect:

1. Click **Join Other Network** option in the iPassConnect menu.
2. The **Preferred Network** dialog box is displayed.
3. Key-in the **Network Name** and other information as needed.
4. Click **Join** to connect to the specified network.

Disconnecting from a Wi-Fi Network

You can disconnect from a Wi-Fi network when required. Always remember to disconnect from the network after use.

To disconnect using iPassConnect:

1. Click the iPassConnect icon to view the iPassConnect menu.
2. Click **Disconnect** to disconnect from the Wi-Fi Network.

> *Click the iPassConnect icon to connect again or view the iPassConnect menu.*

Session Timeout

If a *session timeout* has been defined by the administrator, your connection will be automatically disconnected from the network after the configured timeout period. *Session timeout* is applicable when connected to iPass hotspot locations. iPassConnect will prompt you with an option to stay connected longer before disconnecting you.

About iPassConnect Menu

You can view the iPassConnect menu by clicking on the iPassConnect icon in the menu bar. After clicking on this icon, iPassConnect will automatically detect and display all Wi-Fi networks within range.

iPassConnect extends the regular AirPort view of these networks to display not just a list of networks detected, but also their signal strength, whether those networks are set for Auto-Connect and whether that network name is a part of the iPass family of networks.

You can also disable the iPassConnect menu if you so desire, though we do not recommend this.

To configure the iPassConnect status on the menu bar:

1. Click **iPassConnect Preferences** in the iPassConnect menu. Alternately, click the iPassConnect icon in the System Preferences window.
2. Click the **Show Status on Menu bar** list box to view the following options.

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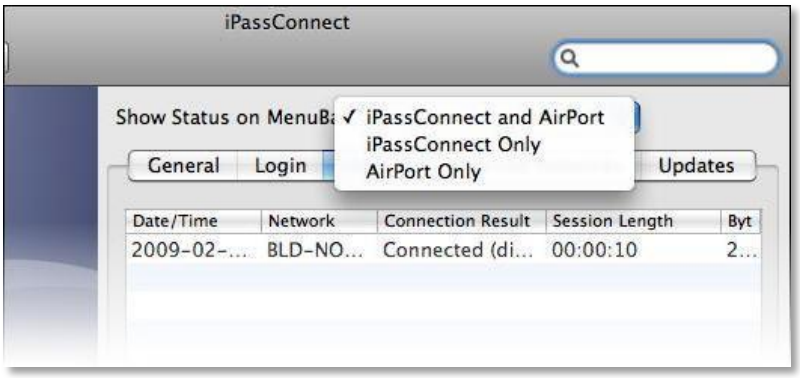

- **iPassConnect and Airport**: Choose this option to display both iPassConnect ( ) and AirPort status ( ) on the menu bar. This is the default option.
- **iPassConnect Only**: Choose this option to display the iPassConnect status ( ) while AirPort remains hidden.
- **AirPort Only**: Choose this option to display the AirPort status ( ) while iPassConnect remains disabled.

3. Click **Apply** before closing the Preferences dialog box.

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Using iPassConnect

You can use your Wi-Fi connection to get secure access to both the Internet and your corporate resources. You will need valid credentials in order to log into your selected access point. Your exact iPassConnect capabilities may vary from the general description given here, as different Enterprises may enable different capabilities.

Networks Directory

iPassConnect maintains a directory of network names so it can recognize when you are in range of one of these networks. iPass strives to continually grow their directory of networks and regularly adds new networks to this directory, so you always want to make sure you have the latest directory available to you.

iPassConnect automatically updates its networks directory – also called the Phonebook – once a week or as per administrator configured frequency.

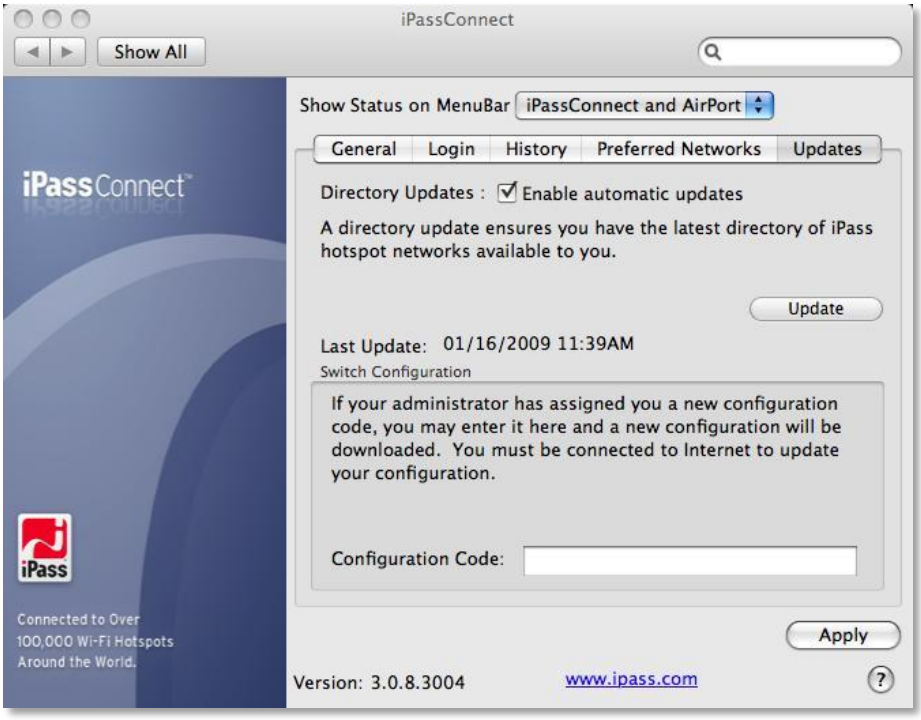
Updating Directory

The iPassConnect directory can be updated both automatically and manually. We recommend that you leave your settings on automatic update.

Automatic Update of Directory

To configure iPassConnect to update the Directory automatically:

1. From the iPassConnect menu, click **iPassConnect Preferences**.


iPassConnect
Show All
Show Status on MenuBar
iPassConnect and AirPort
General
Login
History
Preferred Networks
Updates
iPassConnect
Directory Updates :
Enable automatic updates
A directory update ensures you have the latest directory of iPass hotspot networks available to you.
Update
Last Update: 01/16/2009 11:39AM
Switch Configuration
If your administrator has assigned you a new configuration code, you may enter it here and a new configuration will be downloaded. You must be connected to Internet to update your configuration.
Configuration Code:
Apply
Connected to Over 100,000 Wi-Fi Hotspots Around the World.
Version: 3.0.8.3004
www.ipass.com

2. Click the **Updates** tab. The **Last Update** message shows the date of last successful update.
3. Select the **Enable automatic updates** check box if you wish to enable automatic updates.

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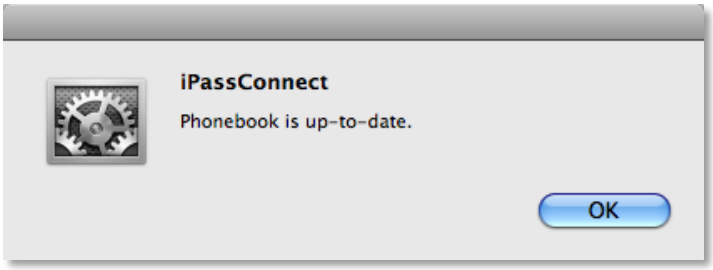
4. Click **Apply** before closing the Preferences window.

Manual Update of Directory

A manual update requires that you have already established an Internet connection.

To update the Directory manually:

1. On the iPassConnect menu, click **iPassConnect Preferences**.
2. Click the **Updates** tab.
3. Click **Update** button if you wish to update the directory immediately. A status message is displayed once the update is done.



Verifying Directory Status

You can verify the update status of the directory as follows:

1. Click the iPassConnect icon to view the iPassConnect menu.
2. Click **About iPassConnect**.

3. The **About** window displays the product **Version number**, **Profile ID**, **PhoneBook ID** and **Last Updated** date in addition to **Copyright** details.

Auto-Connect

You can configure iPassConnect to automatically initiate a connection to a network – both iPass and non-iPass enabled networks – when it is within signal range. However, note that not all iPass hotspots are eligible for Auto-Connect.

Upon launch, iPassConnect checks AirPort's current association and if AirPort is found to be associated with any network, iPassConnect authenticates it automatically. This feature takes precedence over Auto-Connect setting, if any.

To enable Auto-Connect:

1. On the iPassConnect menu, click **iPassConnect Preferences**.

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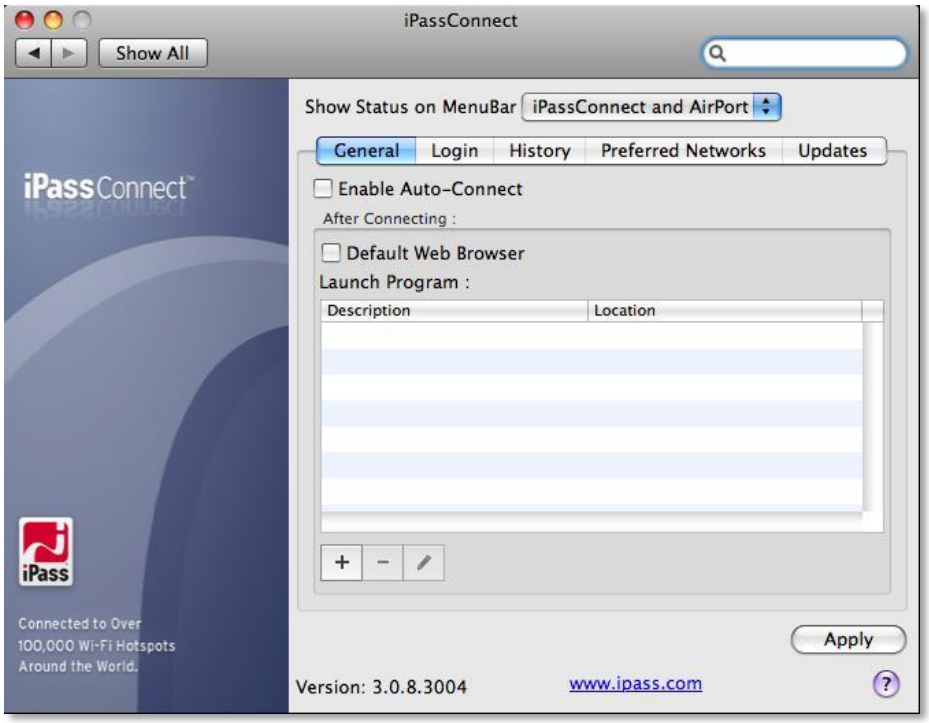

2. Click the **General** tab.
3. Select the **Enable Auto-Connect** check box.
4. Click **Apply**.

To select a Preferred Network for Auto-Connect:

1. On the iPassConnect menu, click **iPassConnect Preferences**.
2. Click the **Preferred Networks** tab to view all the networks added to this list.

> *If the network you wish to use is not available in the list, then you can manually add the network. See **Preferred Networks** for more information.*

3. Select the network you wish to enable for Auto-Connect before clicking the edit ( ) button.
4. Select the **Enable Auto Connect** check box and click **Add**.
5. Click **Apply** before closing the **Preferences** window.

Post-Connect Actions

The Post-Connect Actions feature allows you to configure applications to run after you establish a connection. You may use this feature to launch a Web browser, connect to your corporate network using a VPN solution, or to launch various other applications.

To automatically launch your default Web browser after connecting:

1. On the iPassConnect menu, choose **iPassConnect Preferences**.
2. Click the **General** tab.
3. Select the **Default Web Browser** check box.
4. Click **Apply**. The next time you connect to the Internet, iPassConnect will launch your browser.

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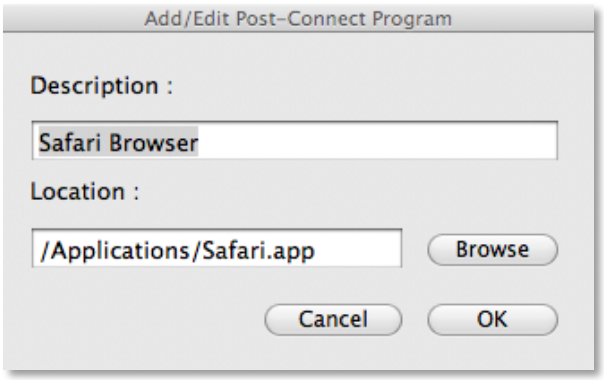
To configure iPassConnect to launch other applications:

1. On the iPassConnect menu, choose **iPassConnect Preferences**.
2. Click the **General** tab to view the Post-Connect Actions list.
3. Click the **+** (add) button to open the **Add/Edit Post-Connect Program** window.



4. Type an appropriate description for your program in the **Description** box.
5. Click **Browse** to locate the program you wish to run.
6. Choose your program from the **Applications** list and click **Open**.
7. Add other applications if required, by repeating Steps **3** through **6**.
8. Click **Apply** before closing the **Preferences** dialog box. The next time you connect, iPassConnect will launch the applications you have specified.

To remove applications from the Post-Connect Actions list:

1. On the iPassConnect menu, choose **iPassConnect Preferences**.
2. Click the **General** tab to view the Post-Connect Actions list.
3. Select the program from the Launch Program list before clicking the **–** button. The program is removed from the list.
4. Repeat step **3** to remove other programs as desired.
5. Click **Apply** before closing the Preferences dialog box.

Preferred Networks

A Preferred Network allows you to easily connect to a network, without going through the preliminary steps. For instance, if you frequent a local coffee shop and wish to use the shop's public WLAN network, you can add it to the Preferred Networks list enabling you to conveniently connect thereafter. Remember that you might need valid login credentials and possibly a security key to connect to these networks.

Following connection to an unknown network, the network will be automatically added to the Preferred Network list. If WEP key or WPA pre-shared key information is needed to connect to an unknown network then the client will prompt you for the same and will save the details for use with later connections. You can add, delete, or edit entries in your Preferred Network list.

iPass enabled networks cannot be added to Preferred Network list.

To add a network to the Preferred Network list:

1. On the iPassConnect menu, click **iPassConnect Preferences**.

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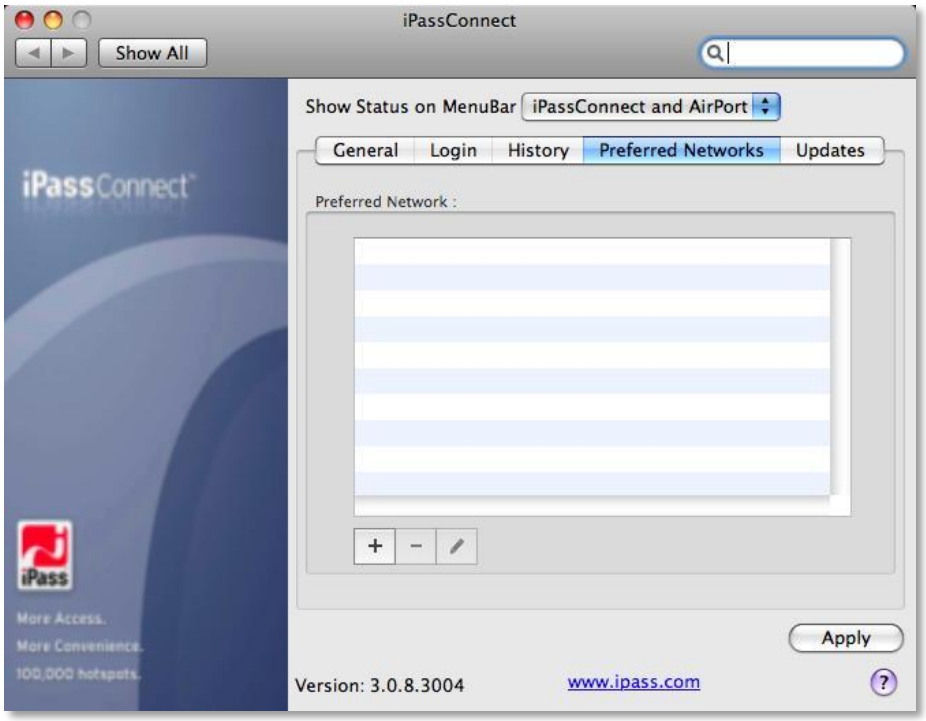
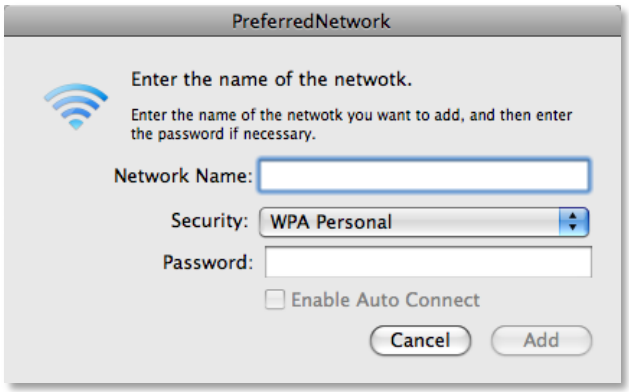


2. Click the **Preferred Networks** tab.
3. Click the **+** (add) button to display the dialog box used to specify the connection details.
4. Type the name of the network in the **Network Name** box.
5. Select the appropriate **Security** type from the drop down list box.
6. Type the password in the **Password** box.

> *Note that the password box is displayed only when you select the security type from the list box.*



7. Select the **Enable Auto Connect** check box if you wish to use this network for Auto-Connect.

> *You have to enable Auto-Connect on the General Preferences tab for this option to be available.*

8. Click **Add**. The network appears in the **Preferred Networks** list.
9. Click **Apply** before closing the **Preferences** window.

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To remove a network from the Preferred Network:

1. On the iPassConnect menu, click **iPassConnect Preferences**.
2. Click the **Preferred Networks** tab.
3. Select the network from the list displayed and then click the **–** (remove) button. The network is removed from the list.
4. Click **Apply** before closing the **Preferences** window.

To modify settings for a Preferred Network:

1. On the iPassConnect menu, click **iPassConnect Preferences**.
2. Click the **Preferred Networks** tab.
3. Select the network from the list displayed before clicking the edit ( ) button.
4. The network details are displayed. Make changes as appropriate and click **Add**.
5. Click **Apply** before closing the **Preferences** window.

Changing Configurations

Occasionally, your system administrator may want to make some changes to your iPassConnect configuration. In that event, your system administrator will provide you with a configuration code which you can enter through the iPassConnect Preferences. Note that you must be connected to the Internet to do this.

To update the configuration:

1. On the iPassConnect menu, choose **iPassConnect Preferences**.
2. Click the **Updates** tab.
3. If you have been assigned a new **Configuration Code**, enter it in the space provided.
4. Click **Apply** to download a new profile.

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Support

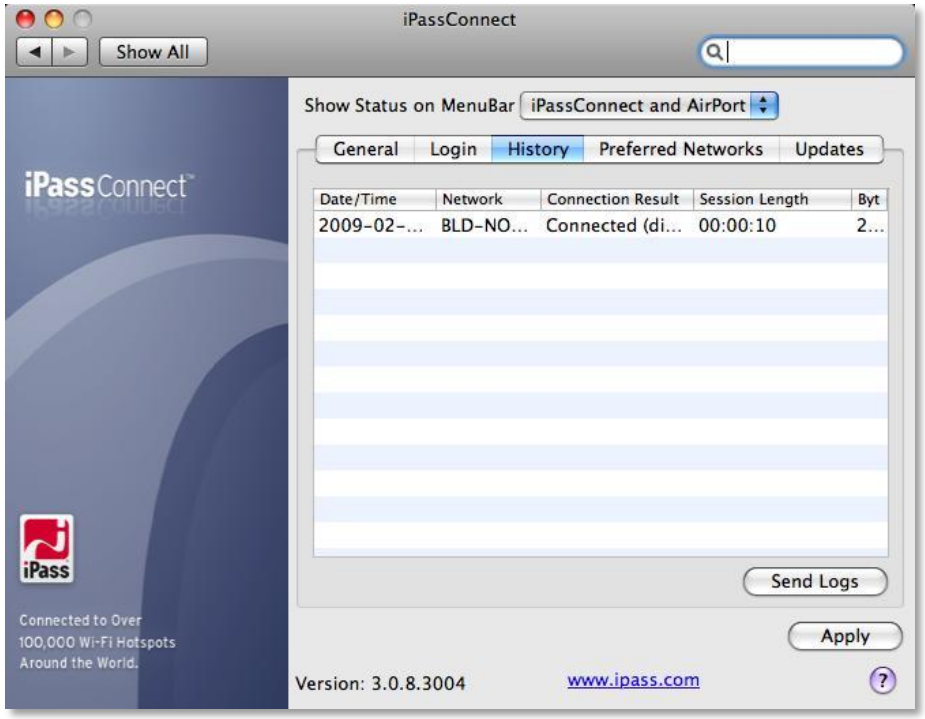
This section describes features that can be helpful if you require technical assistance.

Connection History

The History displays your past connection details, including both successful and unsuccessful attempts to connect. This information can be useful when diagnosing access problems.

To view the connection history:

1. Click **iPassConnect Preferences** in the iPassConnect menu.



2. Click the **History** tab to view the connection history. The history displays the Date and Time of connection, Network used for connecting, Connection Result, duration of the Session, and Bytes sent/received.
3. If working with your System Administrator or iPass, you may be asked for a copy of your log file for analysis. Click **Send Logs** in order to send the log via email.

About iPassConnect

The **About iPassConnect** dialog box shows the details of your iPassConnect client. You may require this information when dealing with technical support issues. Shown here are:

- Version: Software version number.
- Configuration: Profile and Phonebook ID.
- Copyright details.
- Last Update: Shows the date on which the directory was last updated.

To view the About dialog box:

- Click **iPassConnect About** in the iPassConnect menu.

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Troubleshooting

This section addresses some of the more common issues that arise when using iPassConnect. If you don't see your issue listed here, or our suggestions fail to resolve your problem, please consult your Help Desk.

General Troubleshooting Tips

These tips apply to connections in general using iPassConnect.

Difficulty Connecting to the Access Point

- The access point you are connecting through may be inactive or temporarily unavailable. Try another access point in the area.
- Make sure you have adequate signal strength. A weak signal can lead to failed connections.
- Make sure you are working away from any obstructions, such as walls, pillars, columns, or other possible sources of interference.
- Verify the venue is actually an iPass Hotspot - Sometimes an Internet provider will use a network name that is the same as one of the providers that is part of the iPass network, but is not iPass enabled. If possible, verify that the venue is listed in the on-line iPass hotspot directory.
- The venue may be down or unavailable - Occasionally, some of our service providers can experience technical difficulty. If you are unable to login, try logging in at a different hotspot.

Incorrect Password

- Re-enter your username, domain name and password.
- Password entry is case-sensitive. Make sure the CAPS LOCK key is not depressed.
- Make sure you have entered the domain name, such as example.com, in the Domain field of your Login Information window.
- It is possible that the authentication server may be down or offline. Check with your Help Desk.
- Your user account may no longer be active. Check with your Help Desk.
- If using a corporate account, your password may be the same as your domain or email password. If you have recently changed that password, you may also need to change your password in iPassConnect.

Password Authentication is Slow

- In some areas, it may take up to 120 seconds or more to connect. Do not click the Cancel button prematurely.
- The authentication server may be down or offline. Check with your Help Desk.

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